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katchan@ombudsman.gov.hk[illegible]

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2. [illegible]

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3. [illegible]

(a) [illegible]

(b) [illegible]

(c) [illegible]

(d) [illegible]

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4. [illegible] 1 [illegible]

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5. [illegible]

(a) [illegible]

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1 [illegible]

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(b) [illegible]

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(d) [illegible]

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6. [illegible]

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12. [illegible]

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13. [illegible]

14. [illegible]

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50. [illegible]

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(e) [illegible]

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(g) [illegible]

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(m) [illegible]

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(n) [illegible]

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